mysurveylab.com

professional online surveys

User manual

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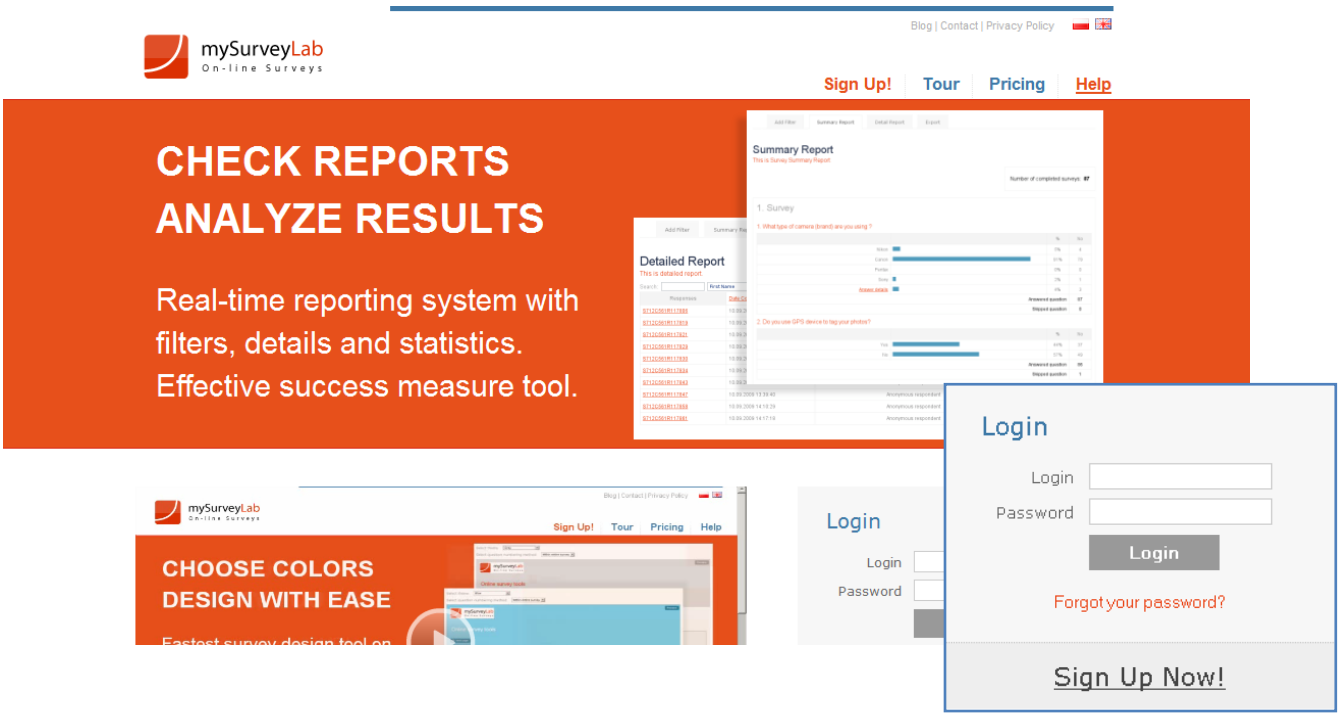
Introduction

Welcome and thanks for choosing mysurveylab.com mysurveylab.com is online survey tool that allows you to conduct any survey research or test. It was designed to reduce the time required to create survey and to automate process of data collection and report creation. BASIC system account is available for free.

Sign In

You don't have an account? Create one. It is quick and easy. In order to sign into the system you need to be a registered user. In order to begin registration you just need to press **Sign Up** button.



System is available in two language versions (Polish, English, French). You can change your working language any time. In order to change language just press proper flag icon.

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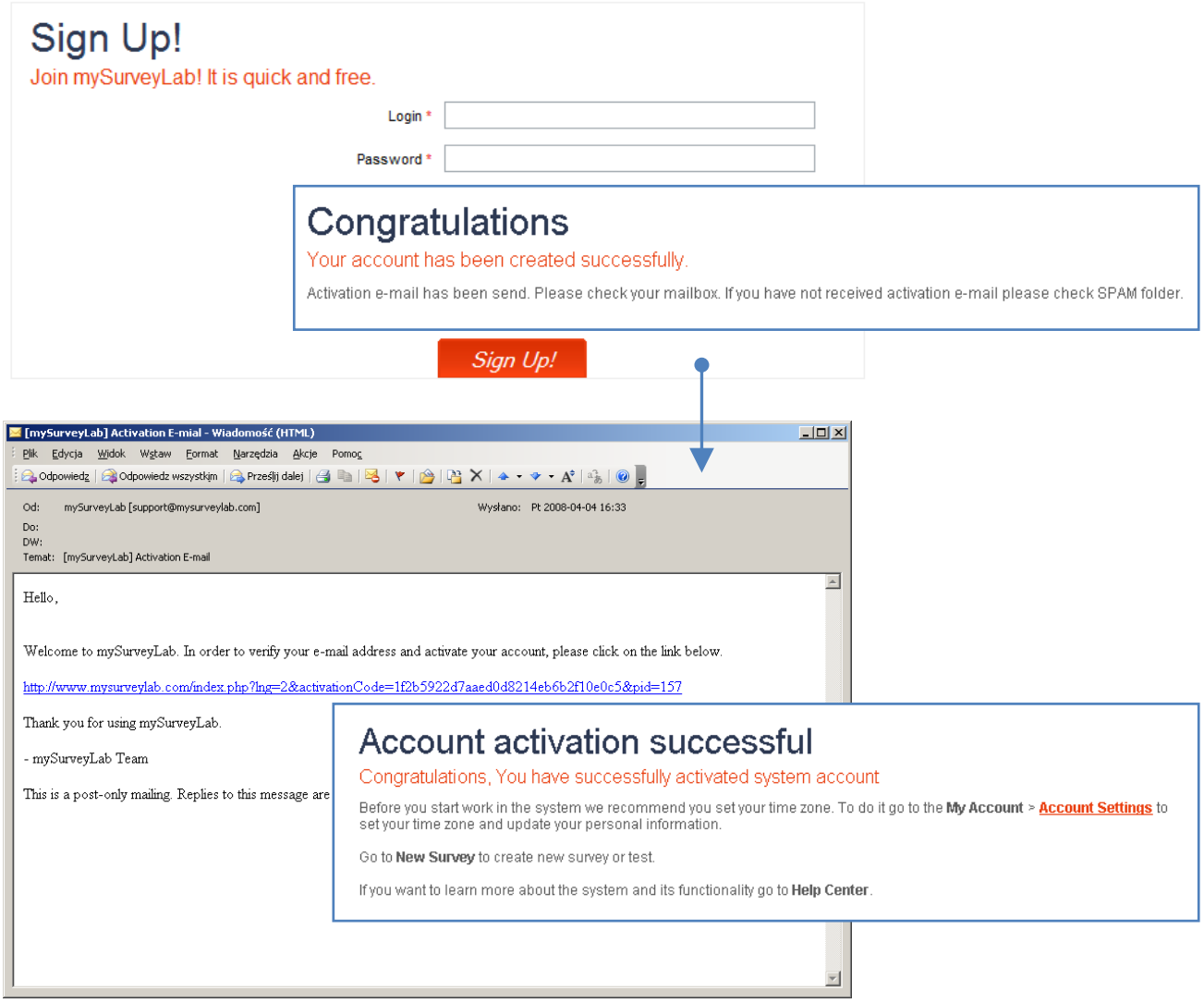
Sign Up

New user registration is quick and free of charge. In order to sign up (create account) you just need to fill in a short form. In order to fully activate your account please click activation link in email.


Sign Up!
Join mySurveyLab! It is quick and free.
Login *
Password *
Congratulations
Your account has been created successfully.
Activation e-mail has been send. Please check your mailbox. If you have not received activation e-mail please check SPAM folder.
Sign Up!
[mySurveyLab] Activation E-mial - Wiadomość (HTML)
Plik Edycja Widok Wstaw Format Narzędzia Akcje Pomoc
Odpowiedz Odpowiedz wszystkim Prześlij dalej
Od: mySurveyLab [support@mysurveylab.com] Wysłano: Pt 2008-04-04 16:33
Do:
DW:
Temat: [mySurveyLab] Activation E-mail
Hello,
Welcome to mySurveyLab. In order to verify your e-mail address and activate your account, please click on the link below.
http://www.mysurveylab.com/index.php?lng=2&activationCode=1f2b5922d7aaed0d8214eb6b2f10e0c5&pid=157
Thank you for using mySurveyLab.
- mySurveyLab Team
This is a post-only mailing. Replies to this message are
Account activation successful
Congratulations, You have successfully activated system account
Before you start work in the system we recommend you set your time zone. To do it go to the My Account > Account Settings to set your time zone and update your personal information.
Go to New Survey to create new survey or test.
If you want to learn more about the system and its functionality go to Help Center.

* We marked required fields with a star.

NOTE. If you haven't received activation email, please check SPAM folder in your mailbox. Anti-spam filters sometimes do make mistakes.

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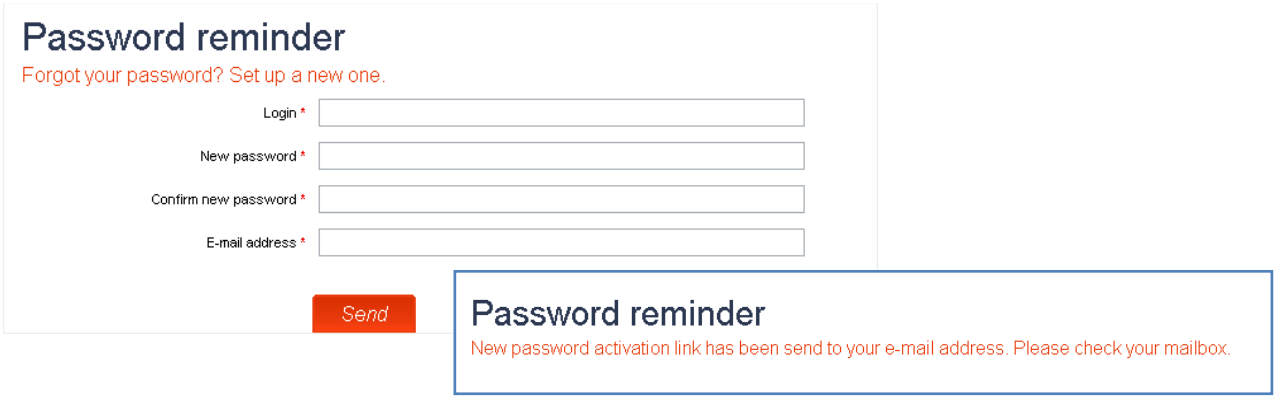
Password reminder

You forgot your password and you can't access your account? Don't worry - enter your login, new password, and email address that is connected with your account. System will automatically send an activation link for your new password to your mailbox.


Password reminder
Forgot your password? Set up a new one.
Login *
New password *
Confirm new password *
E-mail address *
Send
Password reminder
New password activation link has been send to your e-mail address. Please check your mailbox.

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Subscription & available plans

Try mysurveylab.com for free. Basic account is **free** of charge. Moreover, we do not remove Basic accounts and we do not require our users to upgrade their accounts. Basic account does not have any time restrictions.

Available plans

Standard, Professional and Enterprise plans gives you a variety of additional useful features. In order to upgrade into Standard, Professional or Enterprise account, after signing into the system, go to **Upgrade**.

	Professional	Standard	Basic
Design survey			
19 questions to choose from	✔	✔	✔
Survey progress bar	✔	✔	✔
IP access protection	✔	✔	✔
Multi language support (Unicode)	✔	✔	✔
Advanced collection methods	✔	✔	✔
Maximum question number	no limitations	no limitations	10 questions
Maximum addresses number	no limitations	no limitations	100 addresses
Maximum surveys number	no limitations	no limitations	10 surveys
Required questions	✔	✔	-
Random answer choices	✔	✔	-
Custom logo	✔	✔	-
Password protection	✔	✔	-
Data collection			
Maximum responses number	no limitations	1000 responses	100 responses
Advanced security (SSL)	✔	-	-
Results analysis			
Filtering survey results	✔	✔	-
Export survey results	✔	✔	-
Advanced question logic	✔	✔	-
Copy survey / test	✔	✔	-
Copy survey / test to another account	✔	✔	-

Please remember that in order to set up Standard, Professional or Enterprise account you need to be a registered user (have a Basic account).

If number of responses connected with different plans is not sufficient, you can buy additional packages of responses.

What are responses? Responses are nothing else than surveys completed by the respondents. As a single response we count only filled in and stored in the database surveys. We don't count total number of surveys or emails send by you. It means that you will pay only for collected responses.

In order to learn more about our offer, please check our actual prices on www.mysurveylab.com.

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New Survey (Test)

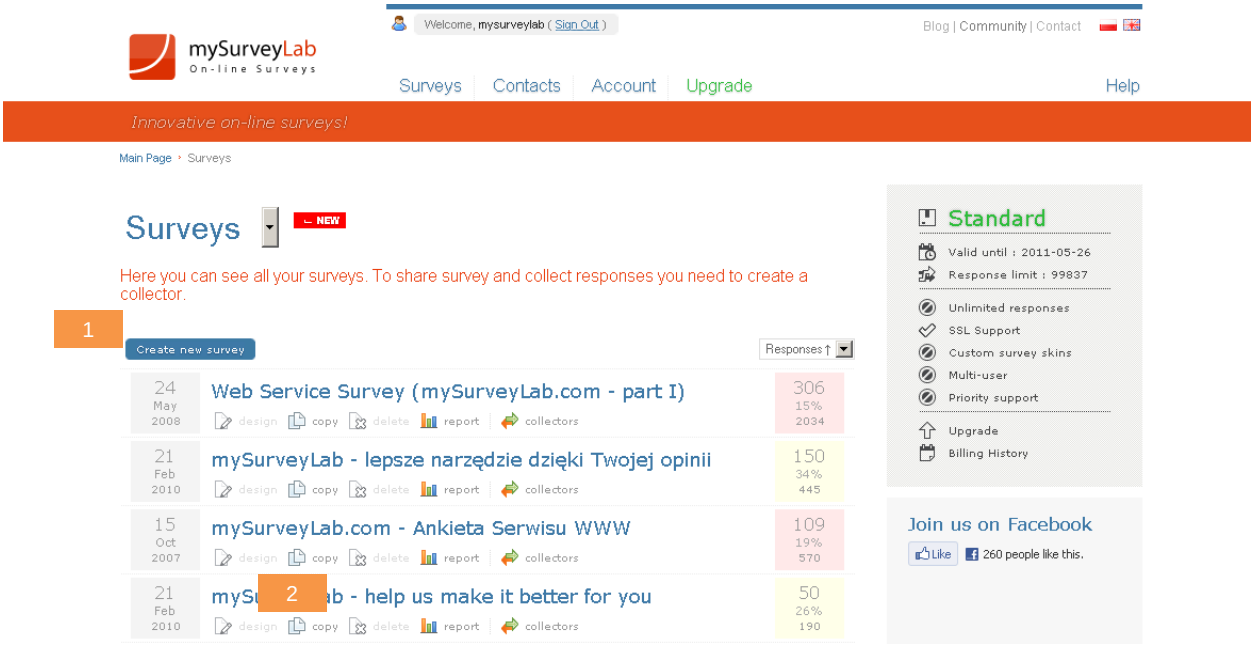
In order to create new survey (test):

1. press **Create new survey** button or
2. press **Copy** button, to create copy of existing survey

PRO

!

Create survey copy is advanced feature. If you would like to use advanced survey options, go to Account > Upgrade, in order select and to buy subscription plan.



PRO

In Standard, Professional and Enterprise plans you will gain additional possibility to create survey and tests copies. This feature allow you for even faster surveys (tests) creation.

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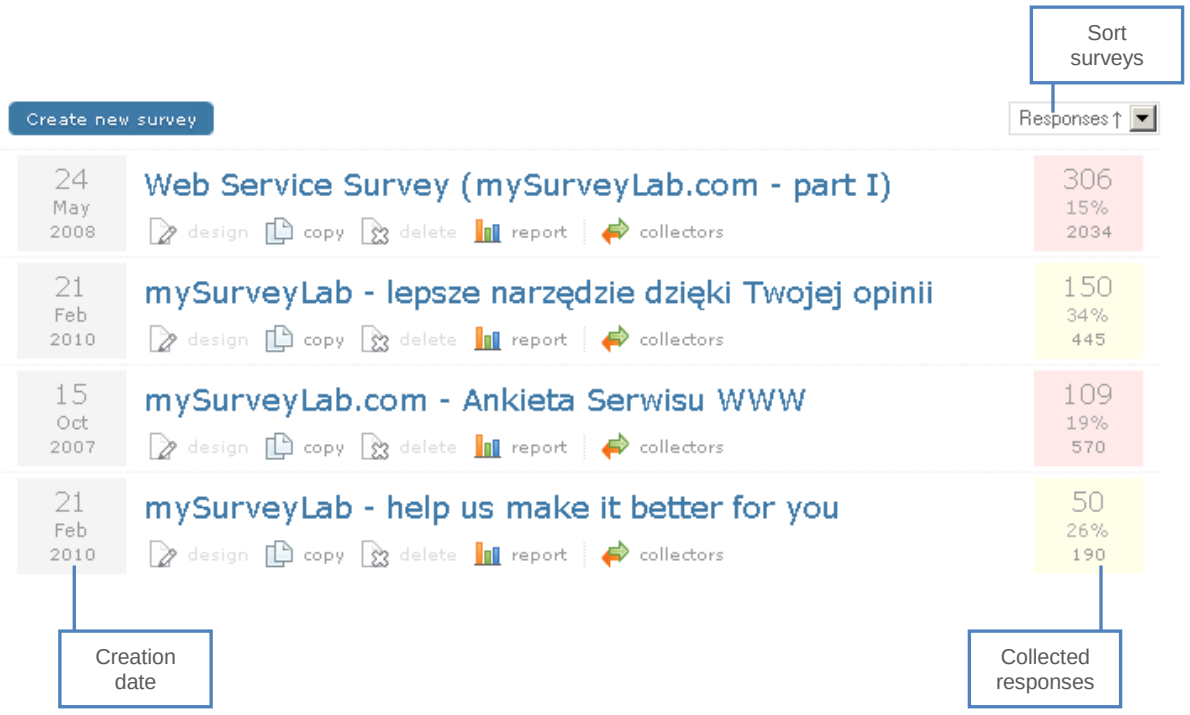
Surveys

In order to start data collection you need to go to Surveys > Collectors (to do it press **collectors** icon).



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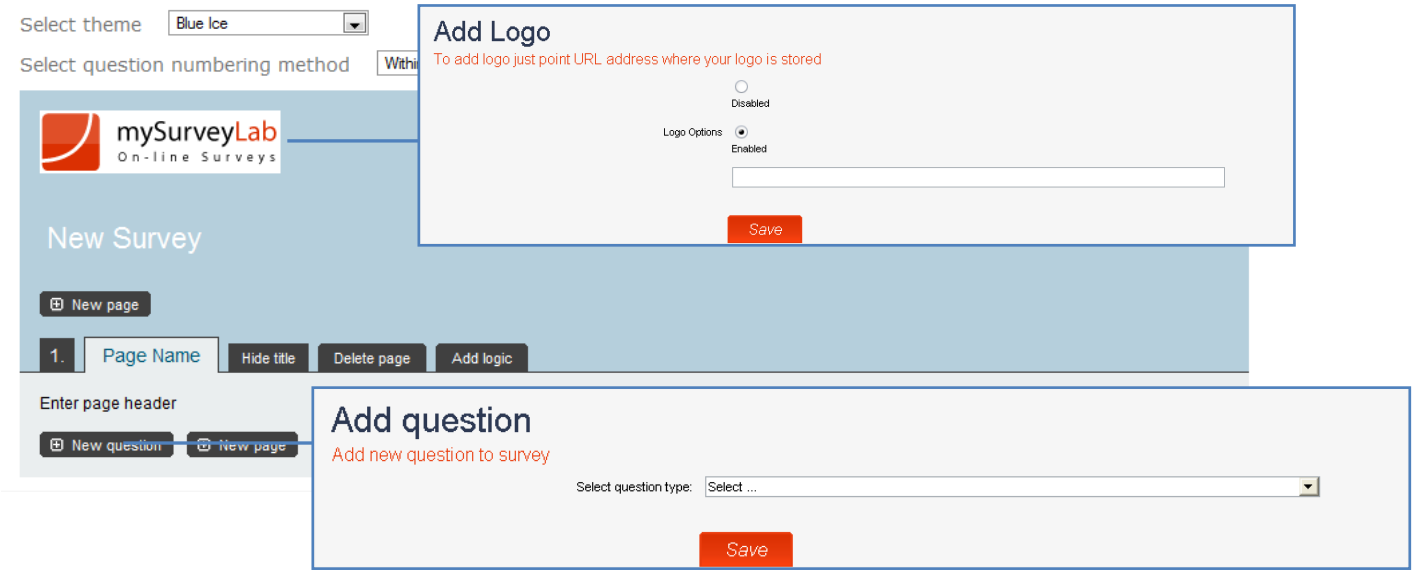
Survey (Test) design

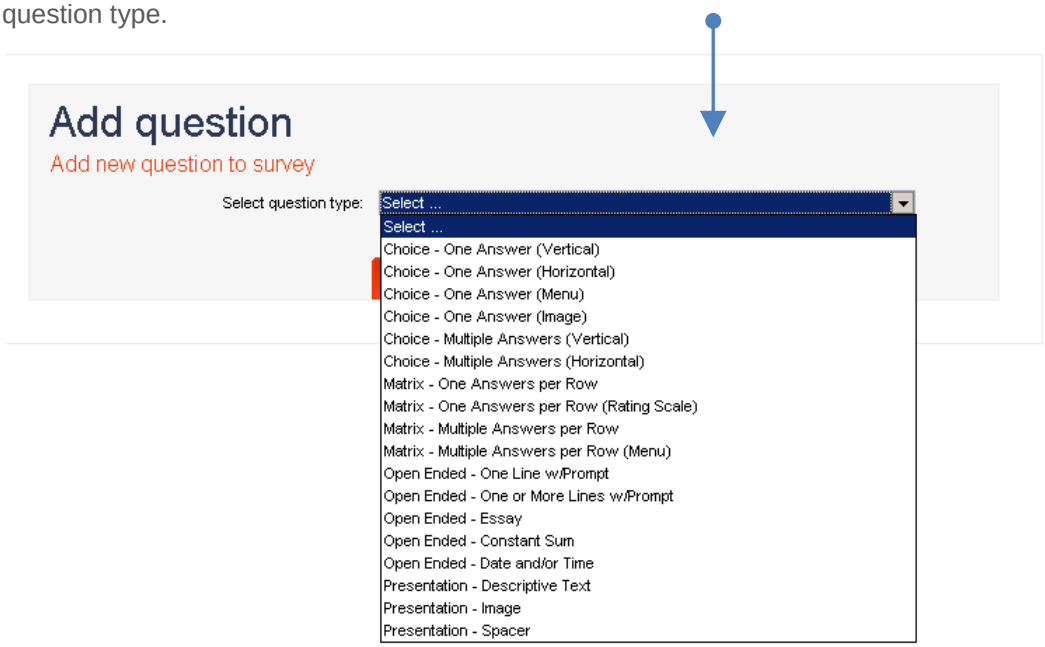
PRO

!

To simplify survey design process we provide nineteen (19) ready to use question types; and if you buy Standard, Professional or Enterprise plan, you will get access to survey color themes, ability to add logo, advanced question logic or required questions.



In order to add a new question to survey, you just need to press **New question** button, and then select question type.


Add question
Add new question to survey
Select question type:
Select ...
Select ...
Choice - One Answer (Vertical)
Choice - One Answer (Horizontal)
Choice - One Answer (Menu)
Choice - One Answer (Image)
Choice - Multiple Answers (Vertical)
Choice - Multiple Answers (Horizontal)
Matrix - One Answers per Row
Matrix - One Answers per Row (Rating Scale)
Matrix - Multiple Answers per Row
Matrix - Multiple Answers per Row (Menu)
Open Ended - One Line w/Prompt
Open Ended - One or More Lines w/Prompt
Open Ended - Essay
Open Ended - Constant Sum
Open Ended - Date and/or Time
Presentation - Descriptive Text
Presentation - Image
Presentation - Spacer

In order to change survey name or page name just click it.

In order to simplify survey completion process, you can divide survey into several pages. To do it press **New page** button. Each page can have its own title.

*

We marked required fields with a star.

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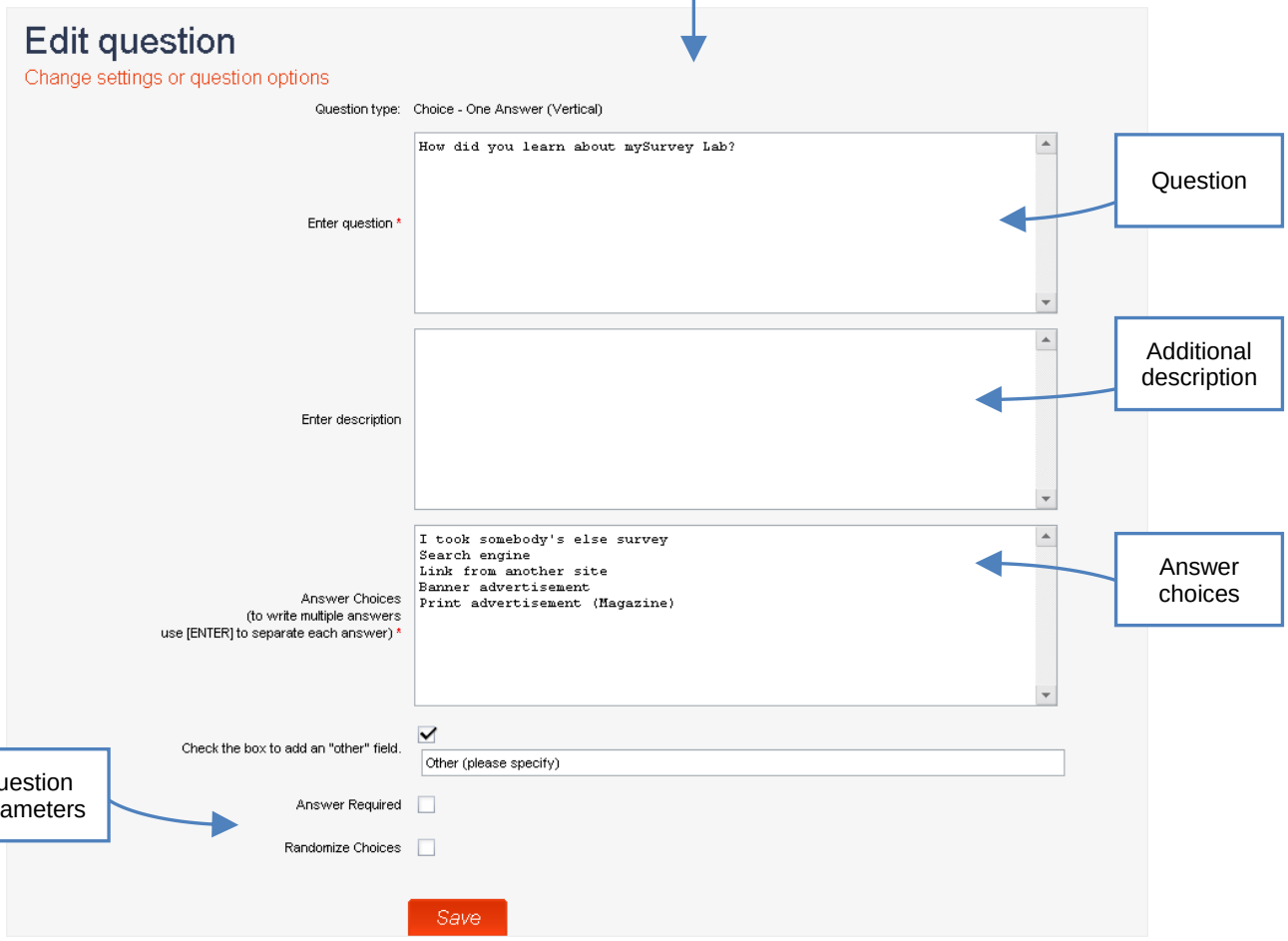
Add or Edit questions

In order to edit question press **Edit question** button. To add question press **New question** button.



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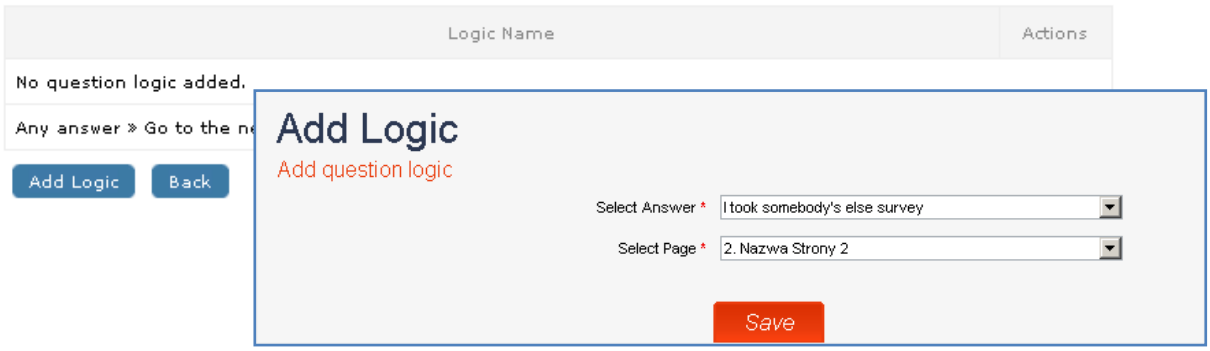
In order to provide multiple answer choices each answer choice need to be separated with ENTER. If you create **test**, use semicolon (;) to provide **scoring** for each question choice.

In order to learn more about available question types go to **Help** on www.mysurveylab.com

Advanced question logic

PRO !

Thanks to advanced question logic you can make selected questions dependent on answers given to previous questions. This function is available in Standard, Professional and Enterprise plans.



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Collectors

In order to create new collector press **Add new collector** button. Thanks to collectors you will be able to easily roll your survey for a new period or divide respondents into groups.

This way you will be able to analyze collected responses separately for each collector or to see aggregated results for the whole research.

NOTE. In case of advanced collections supported by the system you will need to create invitation letter and add your respondents.

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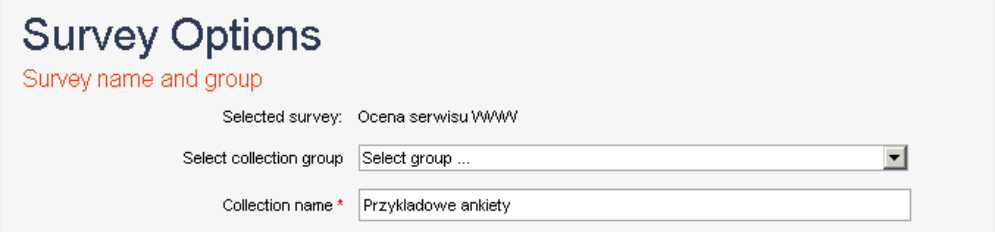
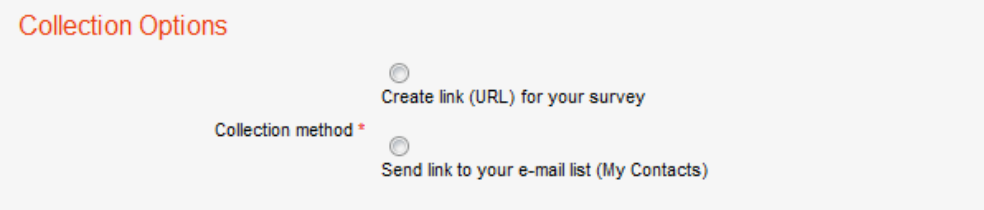
Collector settings

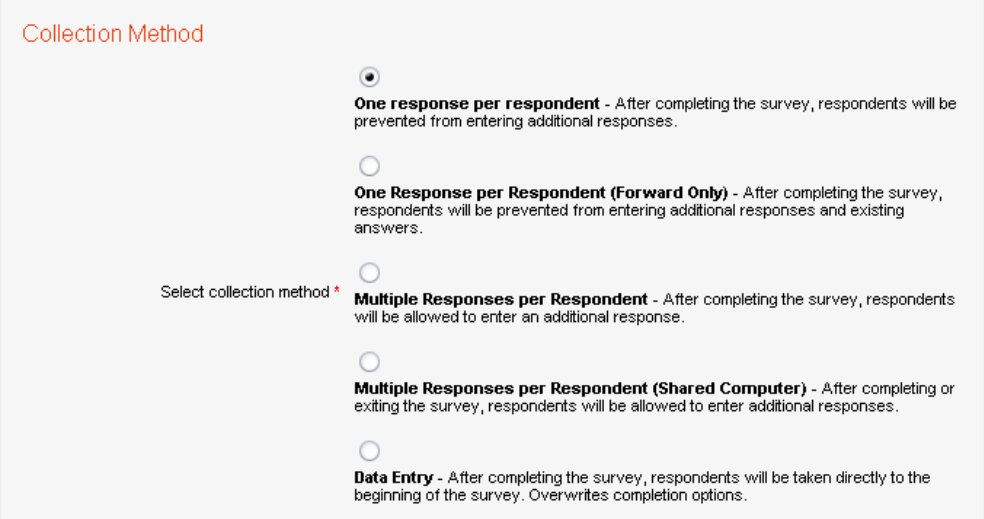
Press **settings** icon in order to manage collection options, select survey distribution method and survey behavior. Select collection name and add it to the selected group.



You can select from seven (7) different survey distribution methods, grouped in two categories. In each option data is saved in a real time.



Set survey behavior during collection process.


Collection Method
Select collection method *
One response per respondent - After completing the survey, respondents will be prevented from entering additional responses.
One Response per Respondent (Forward Only) - After completing the survey, respondents will be prevented from entering additional responses and existing answers.
Multiple Responses per Respondent - After completing the survey, respondents will be allowed to enter an additional response.
Multiple Responses per Respondent (Shared Computer) - After completing or exiting the survey, respondents will be allowed to enter additional responses.
Data Entry - After completing the survey, respondents will be taken directly to the beginning of the survey. Overwrites completion options.

PRO

!

Decide how system will behave after survey completion. This option is available in Standard, Professional and Enterprise plans.

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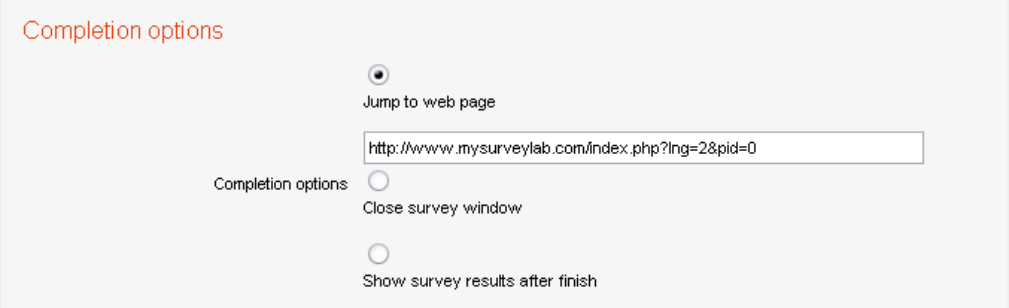
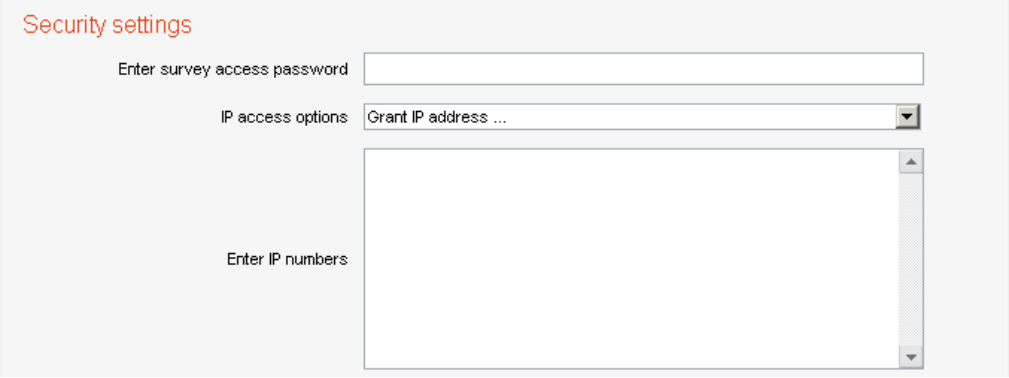


Set maximum answers limit or time limit - date after which no additional responses will be allowed.

Set maximum time limit for survey (test) completion.

To prevent unauthorized access to your survey, set password or filter access to your survey by IP addresses.



Option Display „Survey is closed" page allows you to set up individual message for respondents communicating that survey is closed or finished.

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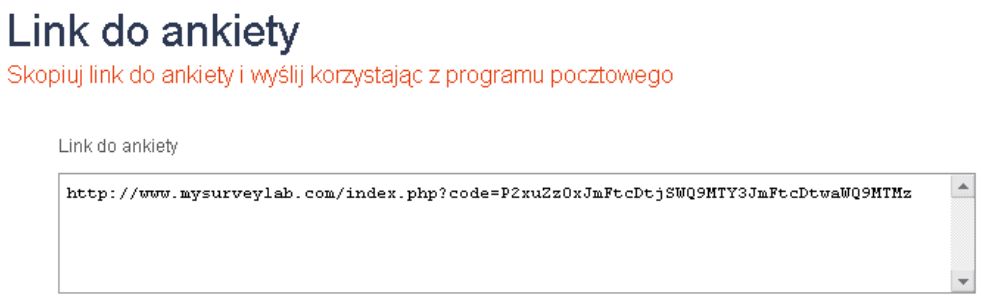
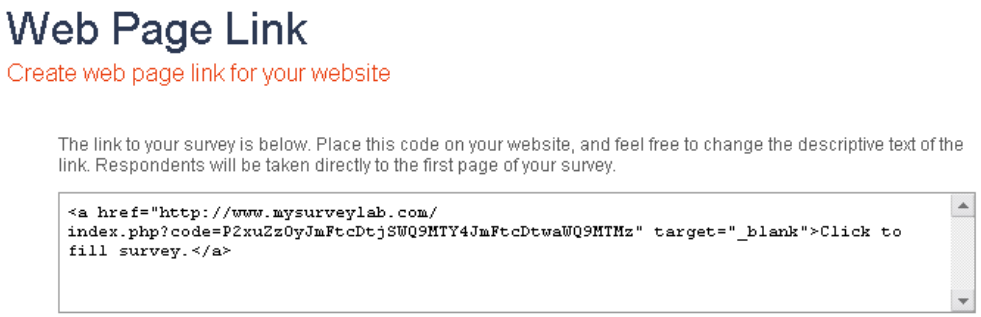
Survey distribution settings

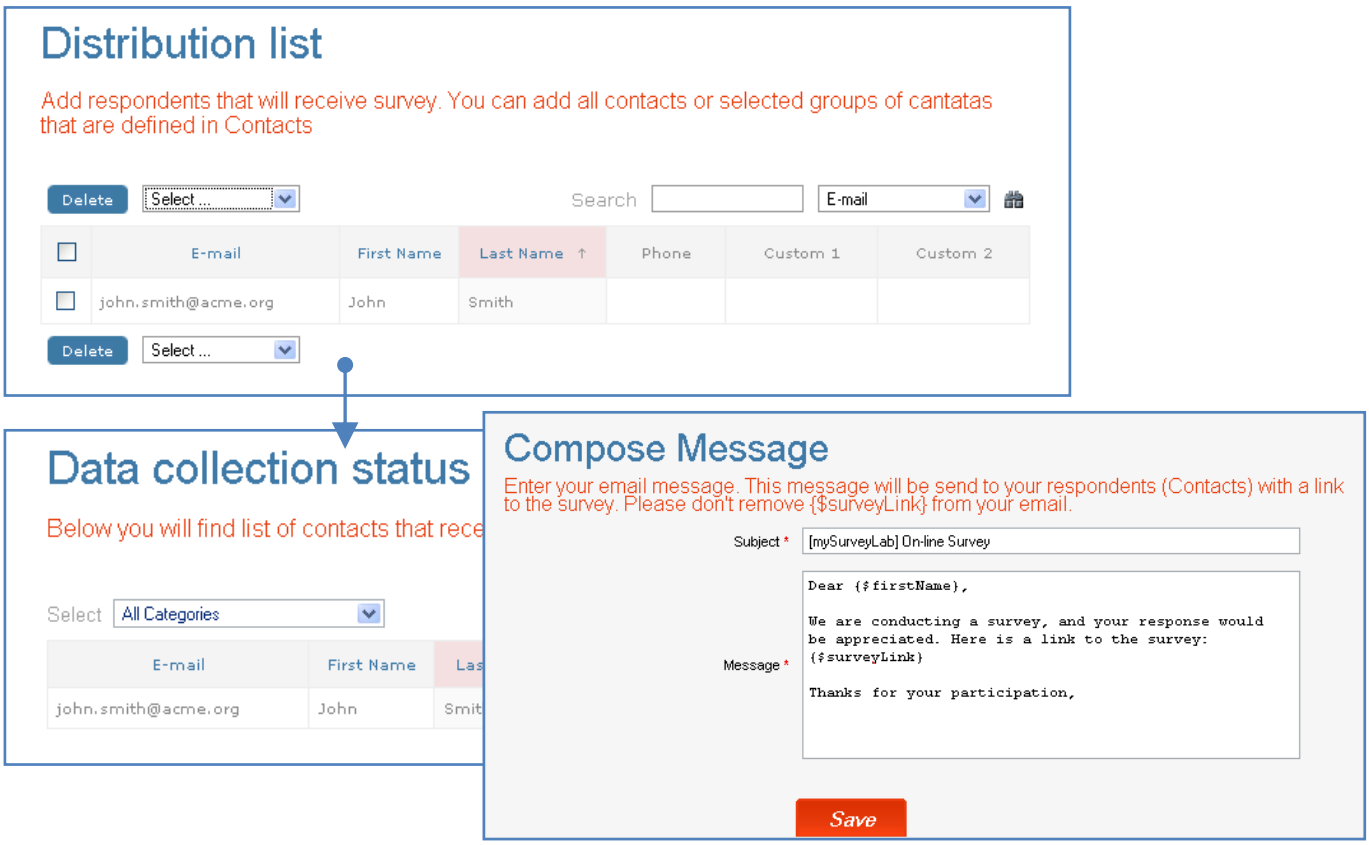
1 **Method 1 - link to survey**. Select this distribution method if you would like to send survey using your own mailing application, for example: *gmail.com, MS Outlook*. You can also use instant messaging system.



2 **Method 2 - link survey for www**. Select this method if you like to place link to the survey on your Web page.



3 **Method 3 - system collection**. Select this method if you like to use native system collection mechanisms. System will send surveys using addresses stored in **Contacts**.



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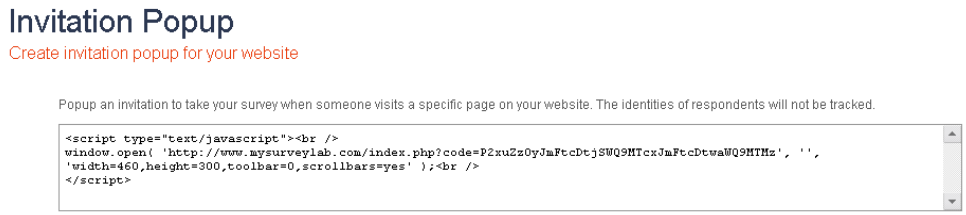
Thanks to information about survey status you will be able to track the respondents that have already answered to your survey and those who are still missing.

4 **Method 4** - **popup invitation**. Select this method if you like to place invitation to survey in a pop-up window.



5 **Method 5** - **popup survey**. Select this method if you like to embed survey in pop-up window on your web page.

6 **Method 6 - web widget**. Select this method to create web widget for your web site.

7 **Method 7 - advanced web widget**. Select this method to create web widget for your web site.

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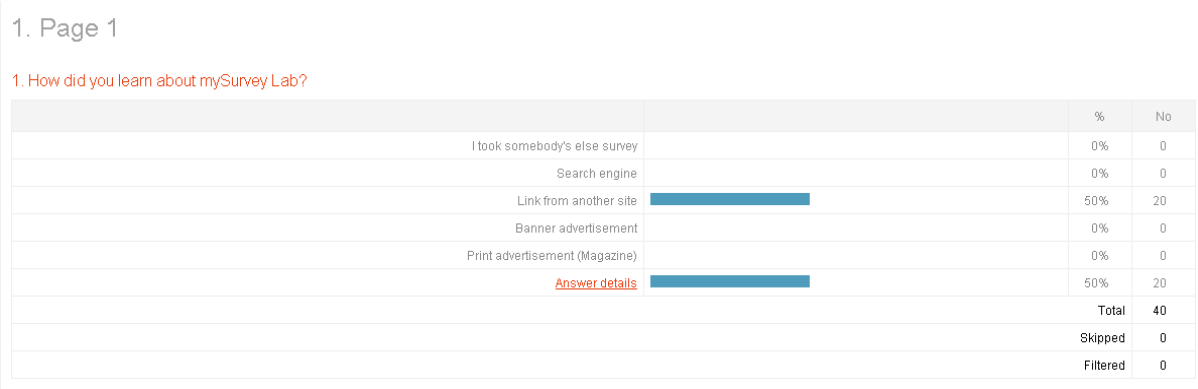
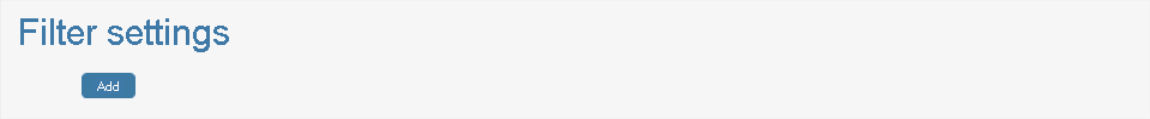
Reports

reports allow you to analyze collected data. System automatically generates report with survey results, and by using advanced features like filters you will be able to analyze correlations and cause-effect dependencies.

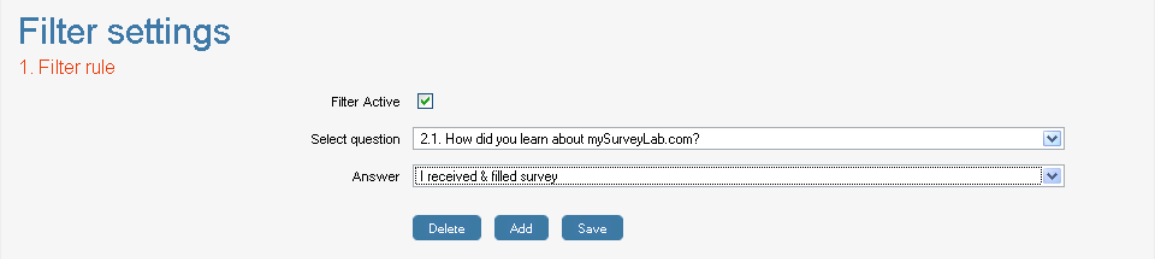


Filtering results PRO !

Press **Add** button in order to add a new filter. This option is available in Standard, Professional and Enterprise plans.



Select questions you need to filter. Thanks to filters you will be able to analyze your data, for example see how selected groups of respondents like “women“ or “men in the age 20 - 30” answered on your survey.



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Export results PRO !

If system analytical features are not enough for you, you can easily export data to .csv file. This option is available for Standard, Professional and Enterprise accounts only.

We recommend usage of UTF-8 (Unicode) coding page in most cases.

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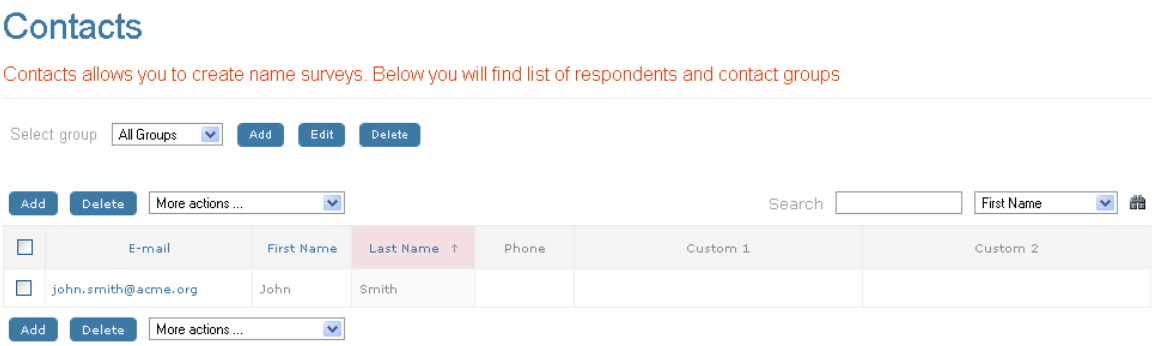
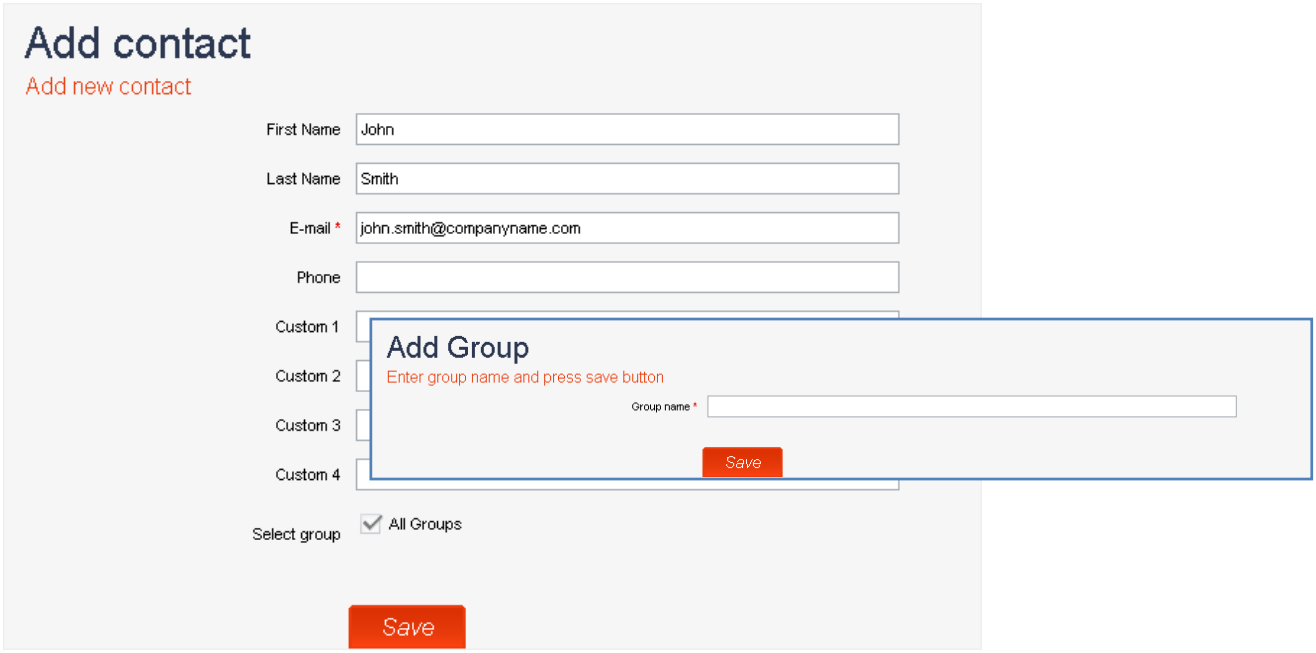
Contacts

Thanks to **Contacts** module you can conduct collection using system embedded mechanism. This allows users to conduct named survey research. System will automatically recognize each respondent that filled in the survey and will let you know which surveys are still missing.



Add contacts manually

Press **Add** button in order to add new contact. To delete contact you just need to check it and then press **Delete** button.



* We marked required fields with a star.

NOTE. If you use mysurveylab.com system to conduct data collection (method 3), use Contacts first to prepare group of contacts (respondents emails) to which you will send survey.

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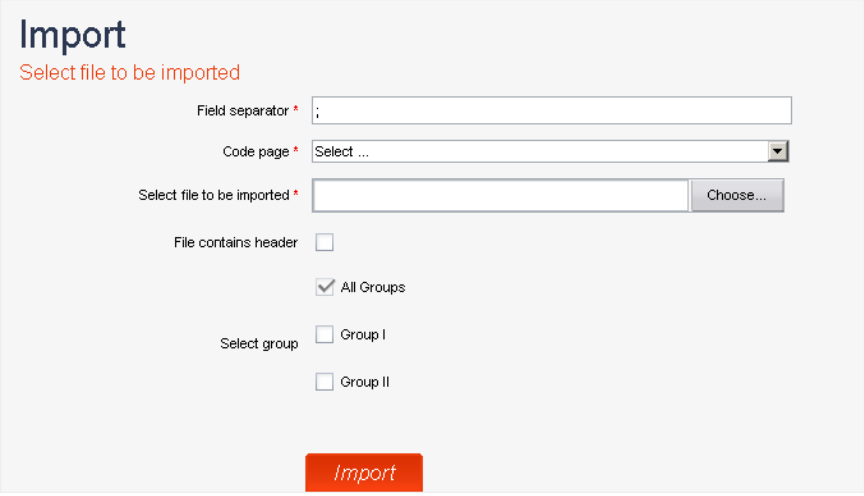
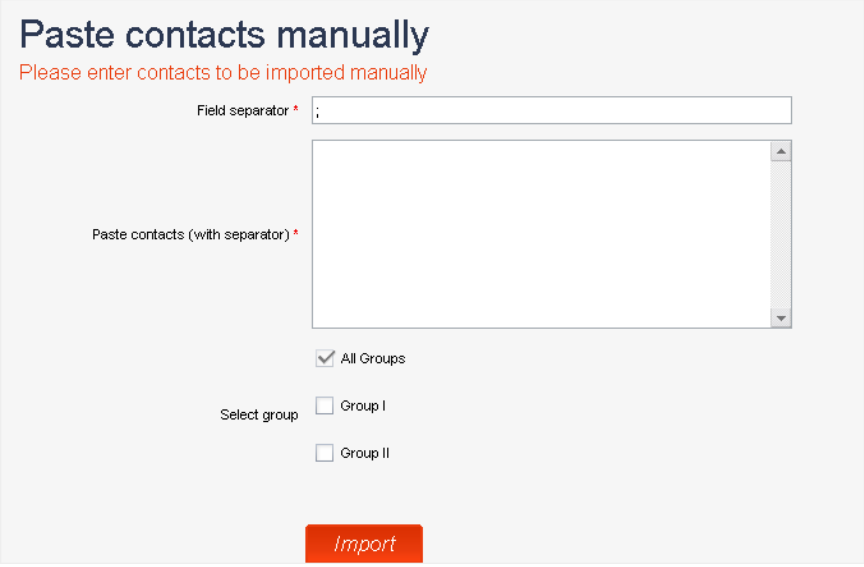
Import contacts

If you do not want to enter contacts manually, system provides you with two methods of contacts' import.

1. Contacts Import (from a file) - use this option to import text file with a list of contacts (file structure: email, name, surname, phone, c1, c2, c3, c4).



2. Import contacts (paste manually) - use this option to paste / enter contacts manually into 'text area'.



Each contact need to be entered into new / separate line (each line need to be separated by ENTER), each field need to be separated with chosen field separator, for example semicolon (;).

Example

john.smith@companyname.com; John; Smith; (22) 520-232-453; London; IT Specialist; 20 - 30 group; some additional comment

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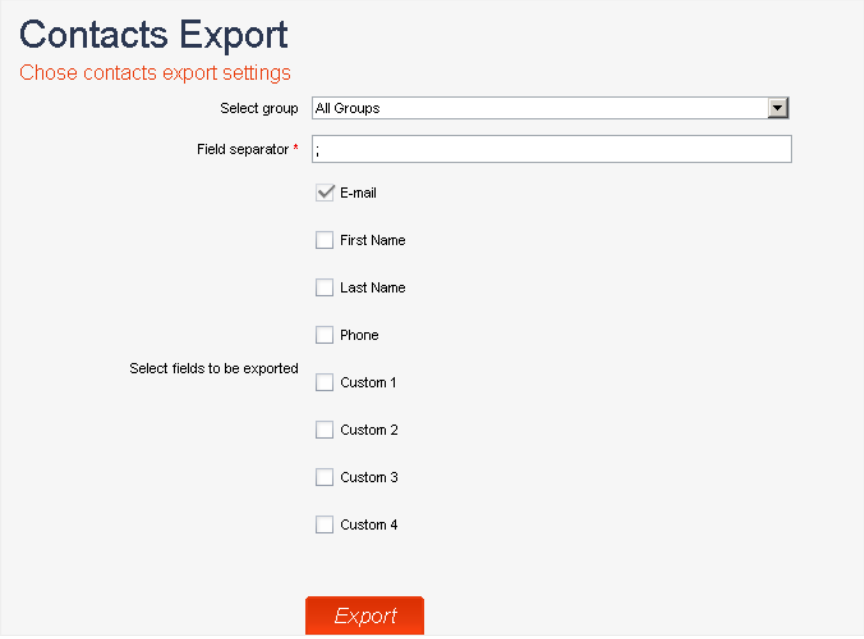
Export contacts

Thanks to this option you can easily export all or only selected contacts to the text file.



You can select information you would like to export.

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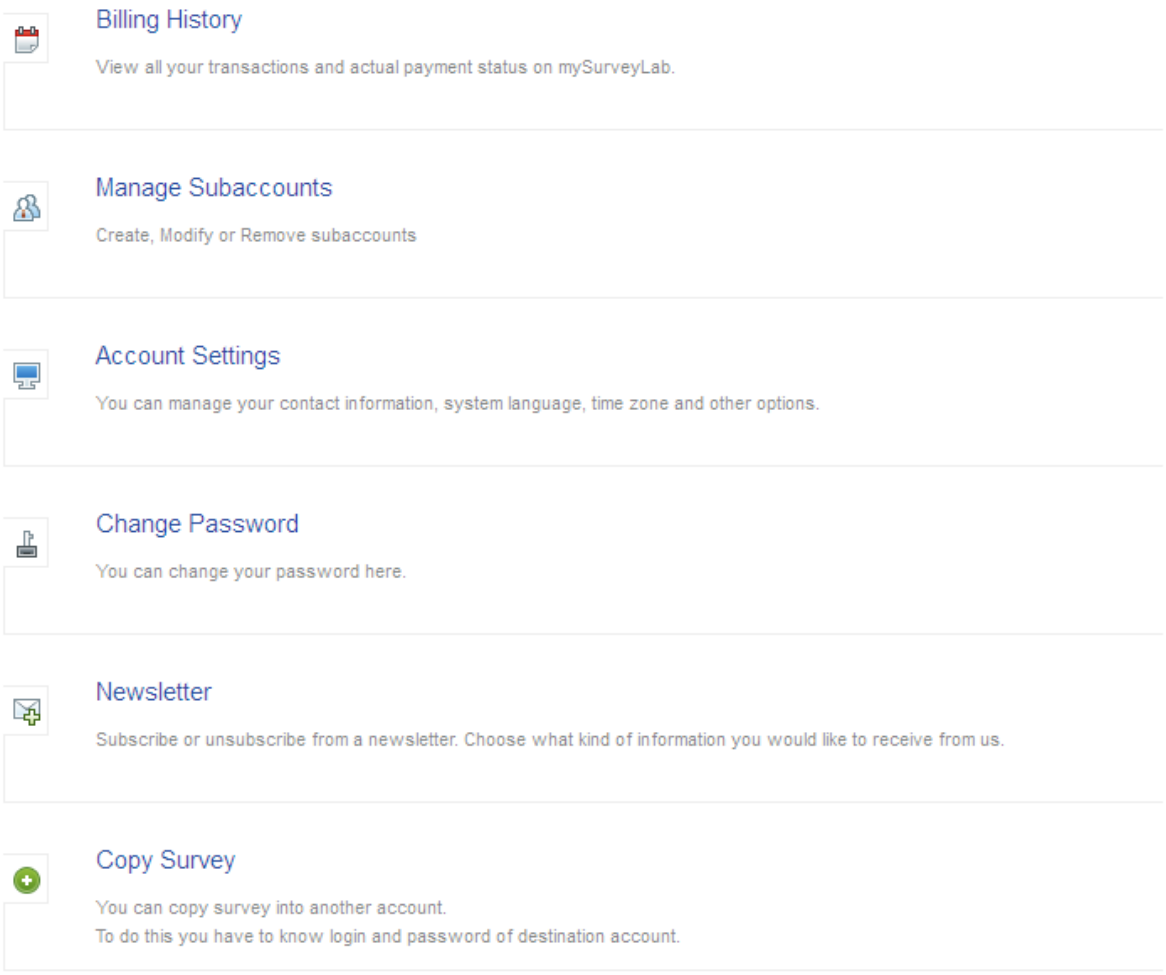
Account

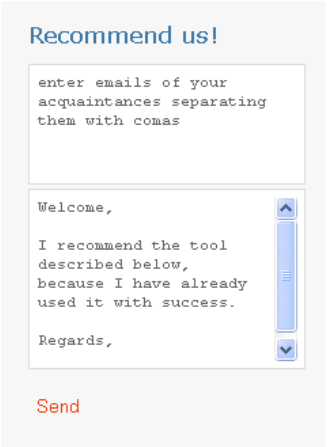
PRO

Thanks to this module you can easily manager your account. Copy surveys (Standard, Professional and Enterprise accounts only), finalize payment, check billing history, update account data, change password or change newsletter setting.


Billing History
View all your transactions and actual payment status on mySurveyLab.
Manage Subaccounts
Create, Modify or Remove subaccounts
Account Settings
You can manage your contact information, system language, time zone and other options.
Change Password
You can change your password here.
Newsletter
Subscribe or unsubscribe from a newsletter. Choose what kind of information you would like to receive from us.
Copy Survey
You can copy survey into another account.
To do this you have to know login and password of destination account.

Send invitation

Spread the word about **mysurveylab.com**; send invitations to the system to your friends, work colleagues or clients. You just need to enter email address and press **Send** button, we will do the rest.


Recommend us!
enter emails of your acquaintances separating them with comas
Welcome,
I recommend the tool described below, because I have already used it with success.
Regards,
Send

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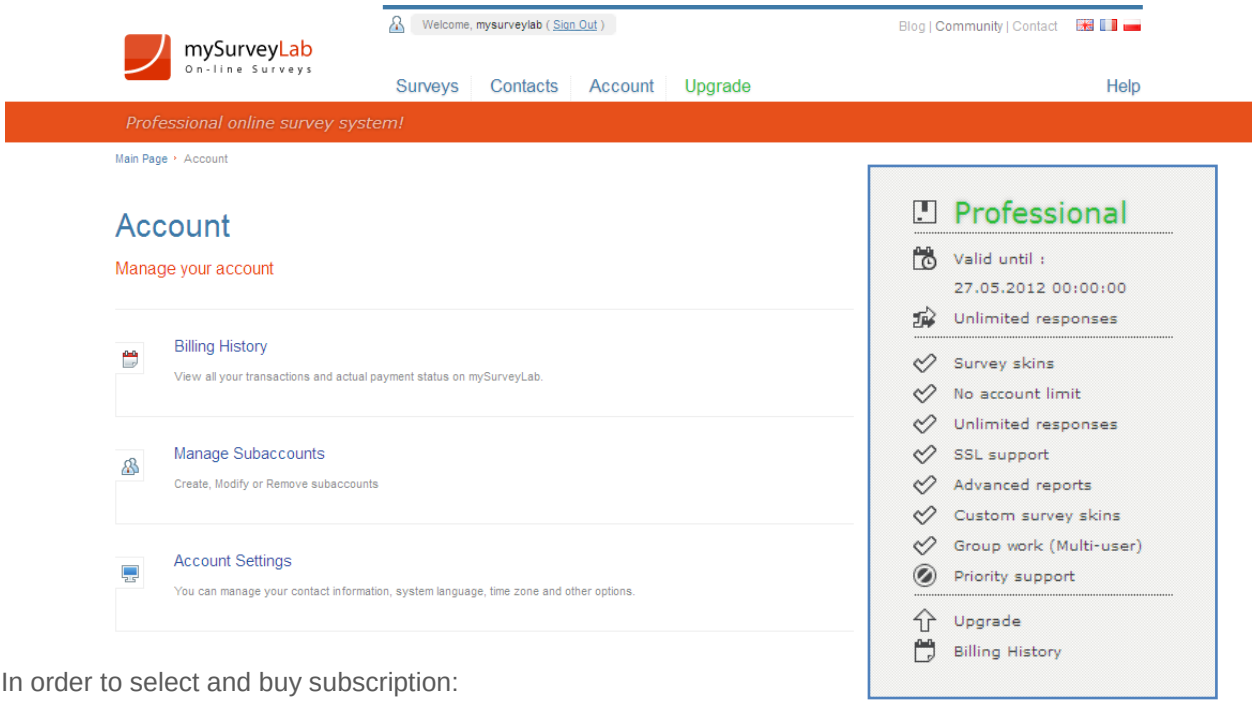
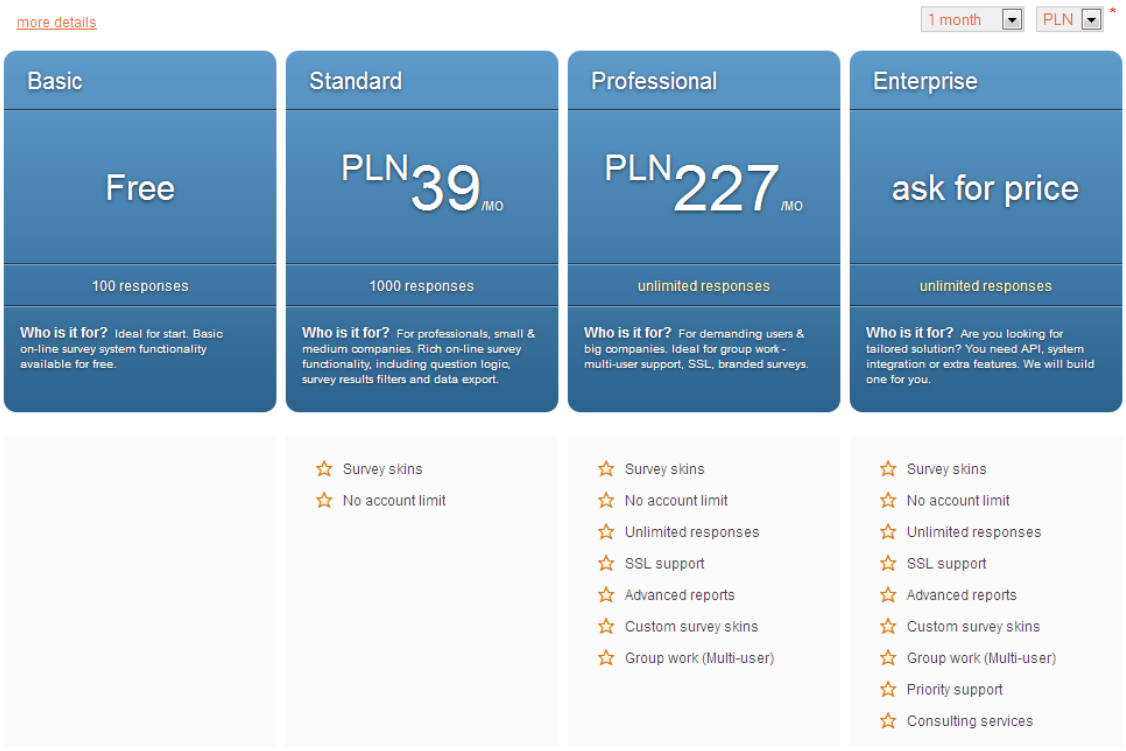
Upgrade

Payments for services in the system are automatic and secure. We cooperate with trusted partners like paypal.com and platnosci.pl so you can easily pay for services using bank account or credit card, and system will automatically upgrade account.



In order to select and buy subscription:

- press **Upgrade** button
- select proper plan version (you have four plans to choose from)
- verify your data and select payment method
- finalize payment


more details
1 month
PLN
Basic
Free
100 responses
Who is it for? Ideal for start. Basic on-line survey system functionality available for free.
Standard
PLN 39 /MO
1000 responses
Who is it for? For professionals, small & medium companies. Rich on-line survey functionality, including question logic, survey results filters and data export.
Professional
PLN 227 /MO
unlimited responses
Who is it for? For demanding users & big companies. Ideal for group work - multi-user support, SSL, branded surveys.
Enterprise
ask for price
unlimited responses
Who is it for? Are you looking for tailored solution? You need API, system integration or extra features. We will build one for you.
Survey skins
No account limit
Survey skins
No account limit
Unlimited responses
SSL support
Advanced reports
Custom survey skins
Group work (Multi-user)
Survey skins
No account limit
Unlimited responses
SSL support
Advanced reports
Custom survey skins
Group work (Multi-user)
Priority support
Consulting services

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Billing and invoices

In order to see current and historical transactions go to Account > Billing History. New and not verified payments have „processing" status. Canceled transactions have „Canceled" status and finished transactions have "completed" status.

Billing History

Here you can see all your transactions in the system

Current transactions

Amount	Your Plan	Start	End	Transaction Status	Options
6.10 EUR *(24.40 PLN)*	PRO Plan (Monthly)	15.03.2008 15:42:53	-	New	Pay Remove
6.10 EUR *(24.40 PLN)*	PRO Plan (Monthly)	10.03.2008 13:02:48	10.03.2008 13:02:48	Processing	Cancel
6.10 EUR *(24.40 PLN)*	PRO Plan (Monthly)	05.03.2008 17:02:48	10.03.2008 13:02:48	Completed	Print
6.10 EUR *(24.40 PLN)*	PRO Plan (Monthly)	17.02.2008 20:53:31	17.02.2008 20:53:31	Completed	Print

If you need to print the invoice, press **PDF** button. Print button will be visible only for finished payments.

You will need to install Adobe Acrobat Reader to read your invoice.
http://get.adobe.com/reader/

NOTE. If you need an invoice, please remember to provide us with a correct billing information before you pay for the services.

To do it please go to Account > Account Setting and make sure you entered proper data for an invoice. Proper invoice date should contain:

- Company name (if an invoice receiver is a company)
- Name, Surname
- Address
- Zip code, City, Country
- Tax Identification Number

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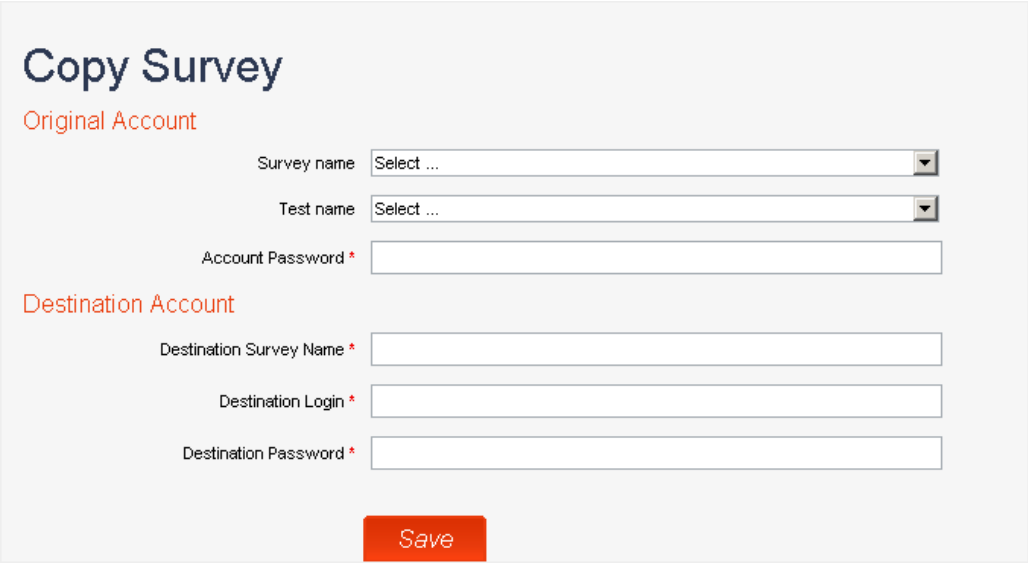
Copy survey PRO !

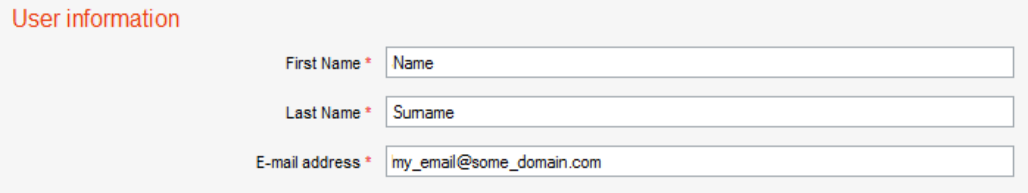
Thanks to this function you will easily copy survey (test) into another account. In order to copy survey (test) you need to know password of source account and login / password of destination account.



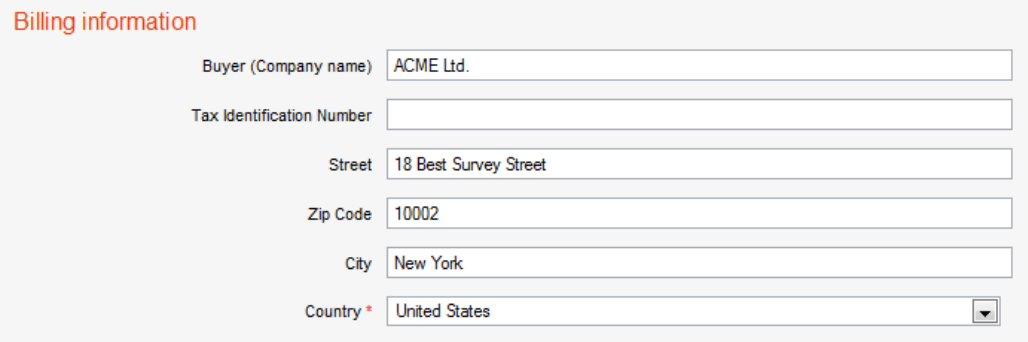
NOTE. Copy Survey function copy only survey template. Both collector settings and gathered responses are not copied.

Account settings

Here you can change your account data such as name, surname, and your email address.



If you want to receive an invoice for purchased services please fill 'Billing information' field. In this field you need to enter data like: *Company name, Address, Zip Code, City, Country, Tax Identification Number*. During payment process you will be able to correct provided data.



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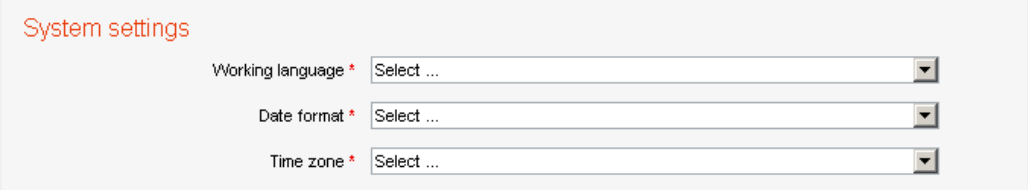
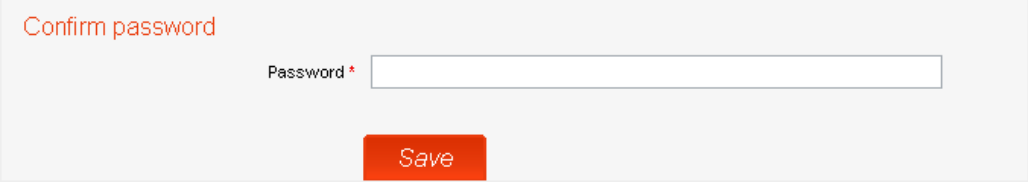
In order to better adjust system to your needs select working language, date format and time zone. Setting time zone is important if you use time limitation for your surveys.



Because of safety reasons we require each change to be confirmed with a password.



If you have decided to remove your account from the system, you just need to press **Remove Account** button and then confirm your desire to remove account with your password.

NOTE. Please be careful. This action can't be undone.

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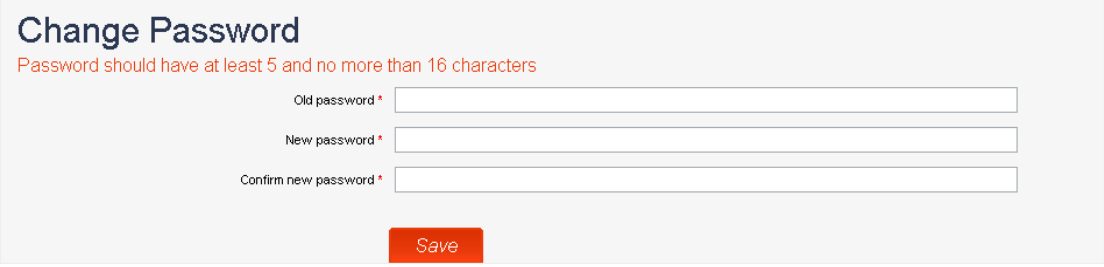
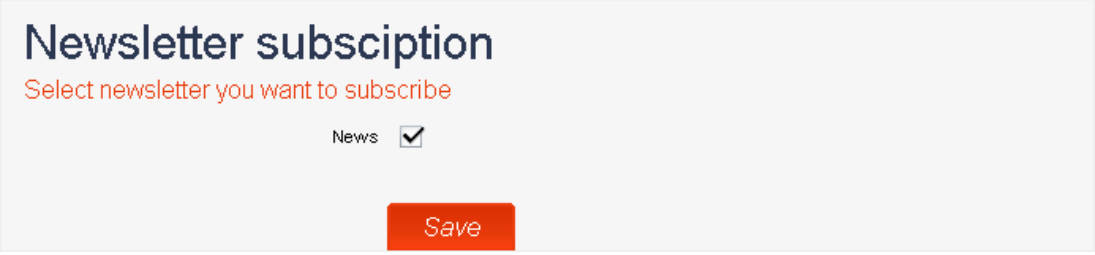
Change password

In order to change password, you just need to enter old password and then enter twice new one. Due to our security policy we require each password to be at least 5 characters long and not longer than 16 characters.


Change Password
Password should have at least 5 and no more than 16 characters
Old password *
New password *
Confirm new password *
Save

Newsletter

In order to subscribe into / unsubscribe from newsletter you just need to check / uncheck proper checkbox.



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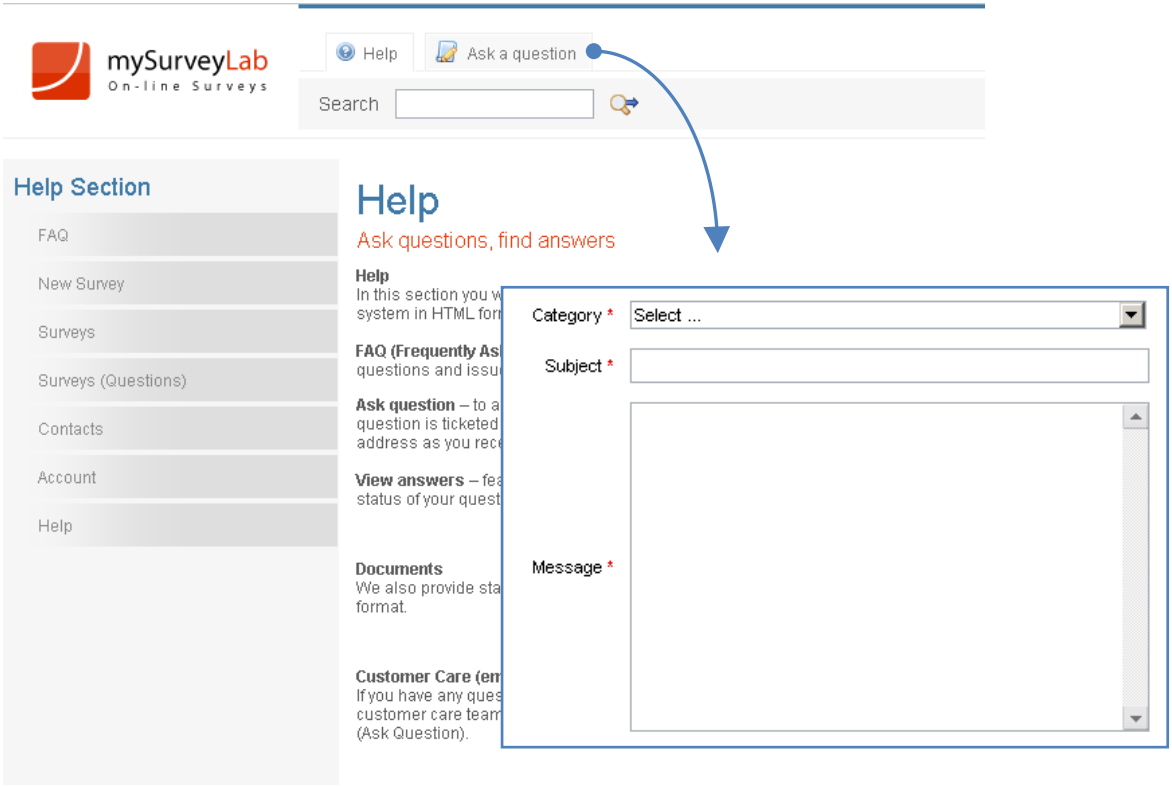
Help & support

Help is a rich set of online documentation and examples of system usage.



Thanks to **Help** you can easily find answers to your questions and contact **mysurveylab.com** support team.

You can also contact mysurveylab.com support directly on the email: support@mysurveylab.com.

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